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IN REPLY PLEASE REFER TO



**UNITED STATES CIVIL SERVICE COMMISSION**  
WASHINGTON, D.C. 20415

SEP 4 1969

YOUR REFERENCE

Mr. L. K. White  
 Executive Director - Comptroller  
 Central Intelligence Agency  
 2430 E Street, NW,  
 Washington, D. C. 20505

Dear Mr. White:

In October of this year, the Civil Service Commission and WETA TV Channel 26 will launch the second series of a training program exclusively for clerical employees. This program, titled "From Nine to Five", is the result of many months of careful planning and close cooperation among agency training officers, Commission staff, and WETA officials.

Four pilot sessions of the course were offered in Washington last fiscal year. It was our intention to test and evaluate the program here before extending it to field installations. Our evaluation of the program, accomplished with the valuable assistance of other agencies, has now been completed, and we are satisfied that the course is highly appropriate to meet our common training needs for clerical employees. We are now working on plans to carry the program to field installations.

The course itself consists of fourteen sessions, with one-half hour of each session devoted to television viewing. The course objectives are:

- to build an awareness of desirable personal and professional clerical traits and skills,
- to develop greater self-confidence, self-reliance, and positive attitudes to the work situation, and
- to build a greater functional understanding of the role of the employee to the organization mission.

-2-

The enclosed brochure describes this new program in detail, with costs and dates of televised lessons. I hope that you will work closely with your staff to make available this new and very worthwhile course to your clerical employees.

Sincerely yours,

*Nicholas J. Oganovic*

Nicholas J. Oganovic  
Executive Director

Enclosure



# FROM NINE TO FIVE

## A Television Course on the Behavioral Aspects of Secretarial Practices for

- secretaries
- clerk typists
- clerk-dictating machine transcribers
- clerk-stenographers
- any other clerical employees with secretarial duties

### WHY WAS THIS COURSE DEVELOPED?

The value of an efficient and service-oriented clerical workforce has long been recognized in government, business and industry. Clerical employees make vital contributions to the effectiveness of program operations, particularly as they meet and deal with a wide variety of publics.

Most clerical training naturally focuses on sharpening the skills required to perform clerical tasks. More sophisticated courses deal with the behavior and attitudes of employees that are so important to the smooth operation of any organization. The quality of these courses depends upon the amount of development devoted to these courses and the expertise of the training staff. Because of the shortage of time and expert clerical trainers, the availability of such courses is inadequate to meet the huge demand for behaviorally oriented clerical training.

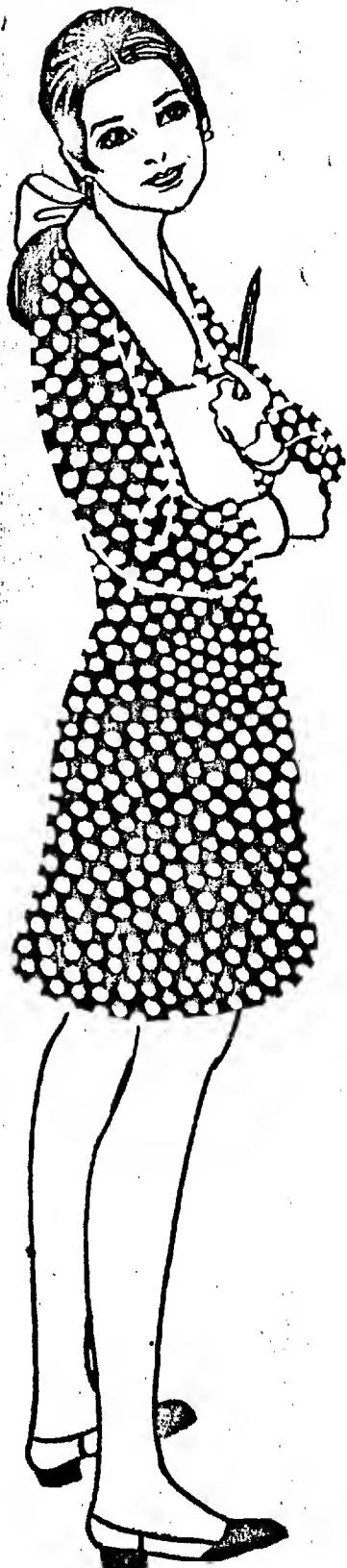
### HOW WAS THE COURSE DESIGNED?

The course curriculum was developed by a committee comprising instructors of secretarial and office practices from twenty separate government agencies. All content was selected on the basis of its both meeting the common needs of all participant agencies and also being adaptable to their individual utilization preferences. The initial materials were developed in cooperation with the Graduate School, United States Department of Agriculture. All course materials were then reviewed and refined by the Communications and Office Skills Training Center, Bureau of Training, United States Civil Service Commission. WETA will administer this training program with the advice and assistance of the Civil Service Commission. An evaluation and quality control system especially designed for this course by the Civil Service Commission found that, "enrollees profited materially from participating in the program and that the course over-all achieved its purpose impressively." Although the course was designed for use by government agencies, it is adaptable to all forms of business and industry.

### WHAT ARE ITS OBJECTIVES?

The course concentrates primarily, but not wholly, on the behavioral aspects of secretarial and office practices.

- Building an awareness of desirable personal and professional clerical traits and skills.
- Developing greater self-confidence, self-reliance and positive attitudes to the



## HOW DOES THE USE OF TELEVISION HELP YOU?

The use of television presents the opportunity to extend the effectiveness of the master teacher and to use professional actors to dramatize office situations in order to stimulate meaningful discussions among course participants. By providing training close to the work station, television also reduces the time away from the job. While a number of organizations share common training needs, require common skills, behavior, and possess limited numbers of instructors and large numbers of trainees, television offers a low-cost means for cooperatively developing, rapidly distributing, and locally supervising quality courses which no single organization could afford. This course is a first step in that direction.

## WHAT DOES THE COURSE PROVIDE FOR THE TRAINEE?

An opportunity to have a close and comprehensive look at what makes a more efficient office secretary. Through the medium of television the trainees will have the chance to experience the right and wrong way to deal with people and the "do's" and "don'ts" of office behavior. In addition they will gain an understanding of the many aspects of inter-personal communications, what it is, how we use it. Most importantly, they will gain an awareness and understanding of themselves, their assets and liabilities, and insights on how to improve their work performance.

## FOR THE SUPERVISOR?

An opportunity to participate in the training of his employee by reinforcing what is learned in the classroom. Two television sessions (the first and the last sessions) are designed for supervisors to attend the class and to assist them in carrying out their training responsibilities.

## FOR THE TRAINING DIRECTOR?

This course can be the instrument for inducing environmental change in units, organizations as well as individual training. With this course as a focal point, it is possible to plan a total agency organizational behavioral training program which will train more clerical workers in less time at less cost than traditional methods. Such a program may create new reference points for the total clerical staff and coordinate supervisory personnel for the purpose of reinforcing clerical training and establishing new behavioral standards.

## WHAT FACILITIES ARE NEEDED TO UTILIZE THIS COURSE?

- 1 television receiver capable of receiving the broadcast signal of WENX Channel 26.
- 1 certified discussion leader for each class of twenty.
- meeting room and suitable furniture, including backboard or easel pad.

## HOW EXTENSIVE IS THIS TRAINING PROGRAM?

Fourteen half-hour television programs are the central core of this twenty-eight-hour, 7-week program. The television programs not only provide instruction but act as the catalyst for the discussions following the program. Discussions are led by a specially trained discussion leader from your office. A discussion leader's guide is provided for the instructor and a special workbook and reference manual is provided for each student for her continuing use during and after the course. Assignments must be performed by the trainee between sessions. The TV programs, discussions, exercises and assignments by the supervisor reinforce the learning throughout the course.

## COURSE OUTLINE

### 1 The Office Personalities

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### 2 The Secretary App

### 3 Let's Communicate

### 4 Let's Communicate—Through Appearance & Attitude

### 5 Let's Communicate—Through Listening & Speaking

### 6 Let's Communicate—Through Writing

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### 7 Let's Communicate—With Ourselves

### 8 Let's Communicate—By Working as an Office Team

### 9 Let's Communicate—At Work With The Public

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each week, Program A, will be shown Mondays and Tuesdays as scheduled below. Program B will be shown Thursdays and Fridays as scheduled below.

FIRST SESSION - Begins October 20, 1969

Program A Discussion Leader Preview - each preceding Friday at 3:00, beginning Oct. 1

Program B Discussion Leader Preview - each preceding Wednesday at 11:30, beginning Oct. 1

Program A

1. Mon., October 20 - 11:30-12:00
- Tues., October 21 - 2:30- 3:00
2. Mon., October 27 - 11:30-12:00
- Tues., October 28 - 2:30- 3:00
3. Mon., November 3 - 11:30-12:00
- Tues., November 4 - 2:30- 3:00
4. Mon., November 10 - 11:30-12:00
- \* Wed., November 12 - 2:30- 3:00
5. Mon., November 17 - 11:30-12:00
- Tues., November 18 - 2:30- 3:00
- \*\* 6. Mon., December 1 - 11:30-12:00
- Tues., December 2 - 2:30- 3:00
7. Mon., December 8 - 11:30-12:00
- Tues., December 9 - 2:30- 3:00

Program B

1. Thurs., October 23 - 2:30- 3:00
- Fri., October 24 - 11:30-12:00
2. Thurs., October 30 - 2:30- 3:00
- Fri., October 31 - 11:30-12:00
3. Thurs., November 6 - 2:30- 3:00
- Fri., November 7 - 11:30-12:00
4. Thurs., November 13 - 2:30- 3:00
- Fri., November 14 - 11:30-12:00
5. Thurs., November 20 - 2:30- 3:00
- Fri., November 21 - 11:30-12:00
6. Thurs., December 4 - 2:30- 3:00
- Fri., December 5 - 11:30-12:00
7. Thurs., December 11 - 2:30- 3:00
- Fri., December 12 - 11:30-12:00

\* Tuesday, November 11 broadcast rescheduled due to Veterans' Day

\*\* Programming suspended week of November 23 for Thanksgiving holiday

SECOND SESSION - Begins February 2, 1970

Program A Discussion Leader Preview - each preceding Friday at 3:00, beginning Jan. 3

Program B Discussion Leader Preview - each preceding Wednesday at 11:30, beginning Feb. 1

Program A

1. Mon., February 2 - 11:30-12:00
- Tues., February 3 - 2:30- 3:00
2. Mon., February 9 - 11:30-12:00
- Tues., February 10 - 2:30- 3:00
3. Mon., February 16 - 11:30-12:00
- Tues., February 17 - 2:30- 3:00
- \* 4. Tues., February 24 - 11:30-12:00
- Tues., February 24 - 2:30- 3:00
5. Mon., March 2 - 11:30-12:00
- Tues., March 3 - 2:30- 3:00
6. Mon., March 9 - 11:30-12:00
- Tues., March 10 - 2:30- 3:00
7. Mon., March 16 - 11:30-12:00
- Tues., March 17 - 2:30- 3:00

Program B

1. Thurs., February 5 - 2:30- 3:00
- Fri., February 6 - 11:30-12:00
2. Thurs., February 12 - 2:30- 3:00
- Fri., February 13 - 11:30-12:00
3. Thurs., February 19 - 2:30- 3:00
- Fri., February 20 - 11:30-12:00
4. Thurs., February 26 - 2:30- 3:00
- Fri., February 27 - 11:30-12:00
5. Thurs., March 5 - 2:30- 3:00
- Fri., March 6 - 11:30-12:00
6. Thurs., March 12 - 2:30- 3:00
- Fri., March 13 - 11:30-12:00
7. Thurs., March 19 - 2:30- 3:00
- Fri., March 20 - 11:30-12:00

\* Monday, February 23 broadcast rescheduled due to Washington's Birthday

THIRD SESSION - Begins April 6, 1970

Program A Discussion Leader Preview - each preceding Friday at 3:00, beginning Apr. 2

Program B Discussion Leader Preview - each preceding Wednesday at 11:30, beginning Apr. 1

Program A

1. Mon., April 6 - 11:30-12:00
- Tues., April 7 - 2:30- 3:00
2. Mon., April 13 - 11:30-12:00
- Tues., April 14 - 2:30- 3:00
3. Mon., April 20 - 11:30-12:00
- Tues., April 21 - 2:30- 3:00
4. Mon., April 27 - 11:30-12:00
- Tues., April 28 - 2:30- 3:00
5. Mon., May 4 - 11:30-12:00
- Tues., May 5 - 2:30- 3:00
6. Mon., May 11 - 11:30-12:00
- Tues., May 12 - 2:30- 3:00

Program B

1. Thurs., April 9 - 2:30- 3:00
- Fri., April 10 - 11:30-12:00
2. Thurs., April 16 - 2:30- 3:00
- Fri., April 17 - 11:30-12:00
3. Thurs., April 23 - 2:30- 3:00
- Fri., April 24 - 11:30-12:00
4. Thurs., April 30 - 2:30- 3:00
- Fri., May 1 - 11:30-12:00
5. Thurs., May 7 - 2:30- 3:00
- Fri., May 8 - 11:30-12:00
6. Thurs., May 14 - 2:30- 3:00
- Fri., May 15 - 11:30-12:00

## COURSE DESIGN

The optimal size class, for both TV viewing and discussion, is twenty. The course has been designed for the GS 4, 5, and 6 levels, but meaningful adaptations can be made for utilization at either the GS 2-4 or GS 6-8 levels. It is readily adaptable to comparable secretarial levels in business and industry. In composing classes, extremes of grade level and responsibility should be avoided.

## STUDENT TRAINING MATERIALS

Each trainee will receive a student Workbook, a student Reference Manual, and associated support materials. All materials will be shipped in bulk to the Employment Development Specialist listed on the purchase order. These materials will be used by the students in preparation for each training session, during the one-and-one-half hours of classroom activity which surrounds each TV presentation, and as a continuing reference after the completion of the course.

## CERTIFICATES

Discussion leaders will be provided with appropriate certificates to be awarded to trainees upon successful completion of the course.

## SELECTION OF DISCUSSION LEADERS

Employee Development Officers, Training Specialists or other personnel responsible for training clerical-secretarial personnel are eligible to be nominated for discussion leader training.

Experienced secretaries (GS 7 or above) with talent to conduct interesting and meaningful discussions, and the ability to express themselves and work with people may also be nominated.

## DISCUSSION LEADER TRAINING

A trained discussion leader for each class is required in order to participate in the course. First time discussion leaders selected by participating agencies must attend two special training sessions: (1) workshop in teaching methods—1 day; (2) workshop in the use of the TV materials—3 days. This training will be at no cost to individual agencies. Discussion leader materials will be provided during the training sessions. All discussion leaders must attend both workshops. They will be awarded a certificate upon completion of this course.

## HOW TO PARTICIPATE

### DISCUSSION LEADER NOMINATION

Arrangements for this training by *FEDERAL AGENCIES* should be made by submitting optional form 37 to:

Communications and Office Skills Center  
Bureau of Training  
U.S. Civil Service Commission, Washington, D. C. 20415  
Phone: Government Code 183-7354, or 343-7354

Arrangements for this training by *BUSINESS and INDUSTRY* should be made by submitting a letter of nomination to:

FROM NINE TO FIVE  
WETA/Channel 26  
2600 Fourth Street, N.W., Washington, D. C. 20001

The schedule for discussion leader training is as follows: September 29 (Methodology)

October 6, 7, 8 (Course Content). New leaders must attend all four sessions.

NOTE: This training session is to prepare discussion leaders for all three offerings of the course in 1969-70.

### NOMINATION DEADLINE: SEPTEMBER 22, 1969

### STUDENT NOMINATIONS

Agencies should submit a purchase order including the following information: (1) Number of persons to be trained; (2) Precise office address to which materials are to be sent; (3) Name and phone number of Employee Development Specialist administering the course to:

FROM NINE TO FIVE  
WETA/Channel 26  
2600 Fourth Street, N.W., Washington, D. C. 20001

COST: The cost of the course is \$45 per person.

### NOMINATION AND CANCELLATION DEADLINES:

First Session: October 3, 1969  
Second Session: January 16, 1970  
Third Session: March 20, 1970

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